

# HQBROKER

REFUND POLICY

## Refund Policy

Should the Client need to file for a refund, he/she must comply with the conditions articulated in the succeeding paragraphs before his/her request is reviewed for approval.

The Client must not have any ongoing trades, pending orders, or outstanding dues in his/her Account. The Client must not be involved in any unsolved conflicts between him/her and the Company. If he/she is under any investigation of fraudulent or illegal activities, his/her request will be automatically rejected. A rejection will also be given if the Company finds that he/she has violated the Terms and Conditions set in the Agreement.

Moreover, the Company cannot approve the refund request if he/she has an irrevocable contract or Agreement with the Company.

Once the refund request is approved by Capzone Invest Ltd, HQBroker will then release the funds via the same payment method that the Client used to deposit in his/her Account. The processing of refunds will take 1 to 5 business days starting from the date of the request's approval.

HQBroker does not impose any charges or fees for the processing of any refund requests. However, such expenses may arise due to third-party processors.

Should the Client have further concerns regarding the Company's Refund Policy, he/she must contact the Company as soon as possible.